

The HIV Consumer Advocacy Project (HCAP) is a project of the AIDS Legal Referral Panel (ALRP).

## AIDS Legal Referral Panel

ALRP provides legal services to people with HIV/AIDS in the San Francisco Bay Area. Our mission is to help people with HIV/AIDS maintain or improve their health by resolving their legal issues.

ALRP also assists people with HIV/AIDS in other areas of law, including:

- Wills & Powers Of Attorney
- Landlord-Tenant Law
- Bankruptcy & Credit
- Government Benefits
- Employment
- Privacy/Confidentiality
- Family Law
- Insurance
- Immigration

## How Do I Get Help?

You may contact the HCAP Staff Attorney Monday through Friday from 9:00 a.m. to 5:00 p.m. at (415) 701-1200 ext 312. Please have the following information available to assist the HCAP Attorney evaluate your complaint:

- Name of agency providing service;
- Date(s) of incident that is/are the basis for the complaint; and
- Name(s) of specific staff and/or volunteer(s) involved in the matter.



**HIV Health Services  
Planning Council**

SAN FRANCISCO, SAN MATEO, MARIN COUNTIES

HCAP is funded by the AIDS Office of the San Francisco Department of Public Health, HIV Health Services, and supported by the San Francisco HIV Health Services Planning Council.

If you have a complaint or grievance, please call:  
**(415) 701-1200 ext. 312**

**1663 Mission Street, Suite 500  
San Francisco, CA 94103  
[www.alrp.org](http://www.alrp.org)**

Se habla español

A State Bar of California  
Certified Lawyer Referral Service #0070

# HIV CONSUMER ADVOCACY PROJECT

Providing Advocacy and Mediation  
Services for People Living with  
HIV/AIDS in San Francisco, Marin,  
and San Mateo Counties.



# What is HCAP ?

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## HIV Consumer Advocacy Project

The HIV Consumer Advocacy Project (HCAP) is designed to assist people living with HIV/AIDS who have experienced difficulty accessing services from Ryan White Program-funded agencies located in San Francisco, San Mateo and Marin Counties.

HCAP also helps HIV+ consumers resolve challenges in accessing services from agencies funded by the San Francisco Department of Public Health HIV Health Services.

Issues may involve barriers to enrollment, disputes as to eligibility, termination of services, miscommunication between consumers and staff and/or volunteers of an agency, and issues around cultural sensitivity and language competency.

## Eligibility

To be eligible for services from HCAP, a consumer must:

- be diagnosed with HIV/AIDS;
- live in San Francisco, San Mateo, or Marin County; and
- face a dispute with any agency in San Francisco, San Mateo or Marin County that receives Ryan White Program funding or Department of Public Health HIV Health Services funding.

## Services Provided by HCAP

HCAP's full-time Staff Attorney conducts a comprehensive consultation with each consumer, by telephone or in-person, to evaluate the consumer's complaint and determine what reasonable steps are necessary and appropriate to resolve claims or grievances.

HCAP assists consumers using a variety of strategies—advocacy, mediation, and providing information about or referrals to other available services in the area.

**Advocacy:** The HCAP Staff Attorney provides advocacy including helping consumers file grievances against service providers, communicating with agencies on their behalf, and representing consumers in meetings with service providers.

**Mediation:** The HCAP Staff Attorney provides access to mediation services to help resolve disputes between consumers and service providers. Mediation is a voluntary and confidential process in which a trained impartial mediator helps parties in conflict communicate respectfully and effectively with each other and explore possible solutions to their conflict.

**Information & Referrals:** The HCAP Staff Attorney provides additional information and referrals to other providers as needed.

Services provided by the HCAP Staff Attorney are free of charge.

## Outreach

The HCAP Staff Attorney conducts educational presentations to consumers and service providers. Please contact the HCAP Staff Attorney if you or your organization is interested in scheduling a presentation for consumers or staff.

## Technical Assistance

The HCAP Staff Attorney can provide technical assistance to service providers on ways to improve their internal procedures, including their grievance procedures.

## Confidentiality

All grievances and complaints will be kept confidential if so desired by the consumer.

## Bilingual Services

Bilingual services are available upon request.

## Non-Discrimination Policy

HCAP does not discriminate on the basis of race, color, religion, ancestry, age, national origin, political affiliation, creed, domestic partnership status, marital status, sex, sexual orientation, gender identity, disability, or HIV/AIDS status.